

JOB DESCRIPTION
Adams County, Wisconsin

JOB TITLE: Clinic Coordinator/Receptionist
STATUS: Full-time, non-exempt
DEPARTMENT: Health and Human Services
SUPERVISOR: Fiscal & Support Services Manager/Clinical Services Manager

GENERAL DESCRIPTION

Under direct supervision of the Fiscal & Support Services Manager and general supervision of the Clinical Services Manager, the Clinic Coordinator/Receptionist position is responsible for greeting customers/consumers as they arrive, answering telephones, scheduling appointments, providing information to individuals seeking services (whether by telephone or in person), managing the coordination between clients, therapists; records; and billing, typing, and other general clerical work as assigned.

JOB DUTIES

The following duties are illustrative, and the person holding this position may be required to perform other duties of a similar nature or otherwise related to the position.

1. Provides specialized information related to policies, procedures, insurance and services. Assists clients with the completion of forms. Works closely with client records and billing personnel to coordinate and perfect processes and procedures.
2. Answers telephone calls and assesses urgency of calls. Provides assistance or directs caller to appropriate person. Answers routine inquiries and provides callers with basic information regarding department operations, policies, and procedures.
3. Builds monthly provider master schedules and clinic calendars from established sources and verifies provider sessions worked. Modifies master schedules to accommodate time off, extra clients, crisis, meetings, etc. Schedule client appointments and resolve scheduling conflicts. Notify clients of scheduled appointments, changes and/or cancellations and prioritizes urgency of appointments for re-scheduling.
4. Receives clients; secures names and needs; and directs accordingly. Informs staff when clients, customers, or visitors arrive.
5. Updates patient information, verifies insurance information, and tracks referrals when necessary. Initiates billing process. Attends to clients on a one-on-one basis. Assembles, distributes, and collects intake and other forms from customers/clients. May assist individuals in completing routine forms and other paperwork.
6. Receives and provides receipts for money or other payments brought to window. Must balance cash receipts at the end of the day.
7. Performs general clerical duties including preparing letters, correspondence, brochures, reports, and forms, etc. Assists in typing, copying, data entry, and filing, etc. May be assigned responsibility for specific ongoing clerical support tasks, such as forms creation and maintenance, completing invoices and vouchers, data entry into various State of Wisconsin or department computer systems, maintenance of lists of clients or service providers, etc.
8. Receives requests for service, questions, and complaints and directs them to the appropriate staff member.
9. Provides coverage, as needed, during breaks, lunches, and absences of other support staff.
10. Notifies applicable staff members of deliveries.
11. May collect, stamp, and seal outgoing mail and deliver mail to and from the post office or courthouse. May open and distribute incoming mail.
12. May order (or assist in ordering) office supplies.

- ~~11-13.~~ Must maintain documents required for the functioning of: Court Ordered Assessments; Mental Health and AODA; Referrals and Orders from Probation and Parole; Self; Professional or School referrals; and OWI Court Orders, as well as standard walk-in requests for individual adults, children and families (or guardians).
- ~~12-14.~~ Must work closely with Records Technician to facilitate seamless transfer of records, in coordination with client, and appropriate professional while monitoring for irregularities that may impact treatment, alliance, and follow through with services.
- ~~13-15.~~ Must coordinate closely with Billing Specialist and have working knowledge of insurance, private paying sliding fee scale, collection of co-payments and other fees as applicable.
- ~~14-16.~~ Any and all other duties as assigned by the Fiscal & Support Services Manager or Director.

PERSONAL ATTRIBUTES

1. Responsible for the strict maintenance of client confidentiality. Assures that records that contain client names or other personal information are not visible to the public during office hours and are stored securely during non-office hours. Does not discuss client cases or other confidential agency information with anyone (staff or collaterals) at any time, unless there is a demonstrable need to know and a signed authorization to release information (as appropriate). Does not discuss client cases or other confidential agency information with members of the general public, including members of his/her family. Adheres to Code of Conduct in maintaining privacy and confidentiality.
2. Responsible for making suggestions to improve program operations, existing service delivery systems, service selection and coordination on a systemic or individual client basis. Responsible for identifying problems and barriers and for recommending appropriate solutions. Responsible for contributing to a productive, harmonious, and cooperative work environment.
3. Must demonstrate a strong skill in establishing priorities; be able to review work and resolve issues in all clinical settings; and, have the ability to multitask to achieve desired end results for all associated parties.
4. Must demonstrate practical knowledge of the targeted service field being supported (Mental Health; Substance Abuse, etc.). Maintain communication with various members in the service site setting. These communications skills should demonstrate the ability to identify issues, solicit cooperation, and obtain support for programs.
5. Highly professional and skilled interpersonally in order to work with clients who are compromised by mental illness or addiction.
6. Must be able to demonstrate emotional maturity, maintain positive rapport with all staff, and demonstrate teamwork in service to clients.

REQUIRED QUALIFICATION

1. Minimum of an Associate's Degree in Business, and/or equivalent experience in a Clinic setting.
2. Experience as receptionist, clerk-typist, or secretary in a Clinical environment.
- ~~1-3.~~ Some knowledge of health insurance, billing processes, and basic clinical procedures.
- ~~2-4.~~ Requires experience and expertise in several software programs, including Microsoft Windows, Microsoft Office (Word and Excel), etc. Prior experience with scheduling and billing software desirable.
- ~~3-5.~~ Must have basic knowledge of OWI legal requirements.
- ~~4-6.~~ Requires the ability to work independently and to deal calmly with and prioritize multiple simultaneous demands, and the ability to plan and process work efficiently and accurately under pressure.
- ~~5-7.~~ Requires excellent interpersonal skills, pleasant telephone personality, phone etiquette, helpful attitude, and a problem-solving approach to internal/external situations and understanding of persons compromised by mental illness or addiction.
- ~~6-8.~~ Requires good analytical and organizational abilities, a solution-oriented approach, and the ability to generate creative solutions to problems. Requires self-direction and sound time management and ef-

iciency skills.

- ~~7~~.9. Requires the ability to understand and carry out written and oral instructions, complete projects in a timely manner, and be a team player. Must be able to communicate effectively with the public, even under duress, while maintaining composure and professionalism.
- ~~8~~.10. Skill in the use of computer, calculator, copy machine, postage meters, multi-line telephone system, telecommunication device for deaf and any other general office equipment.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

1. Work indoors in controlled environment.
2. Work normally performed from a sedentary position. Ability to function primarily in situations encountered in a normal office setting.
3. Activities include frequent verbal and written communication, utilizing multi-line telephone systems and computer applications.
4. Must have good hand-eye coordination.
5. Ability to operate a variety of office equipment such as computer terminal, facsimile machine, calculator/adding machine, computer printer, and photocopier.
6. Must be able to meet deadlines and to maintain a balanced workload. Must be able to tolerate the stresses associated with deadlines, internal and external customer service, and quality enhancement.
7. Exposure to blood borne pathogens is considered minimal.

Approved by the Health & Human Services Board this 10th day of February, 2012.